


Training Material Introduction

Quality & Industrial Performance version 3

“Going From Reactive to Proactive”



- **E-LEARNING** : Quick interactive introduction to the QIP Referential (done in V2, but compatible with V3). 
- **QIP Supplier presentation** : QIP process / QSB+ Certification process / Scoring / Requirements Overview...
 - QIP – Quick Overview
 - QSB+ - Supplier presentation
 - NSA – Supplier presentation
 - PCPA – Supplier presentation
- **Detailed Training material** : Complete explanation of each criteria of QIP requirements with examples / pictures

What are the 12 +1 key elements of QIP?

1. Corporate Management & Strategy
2. Fast Response
3. Control of Non-Conforming Product
4. Verification Station & Error Proofing Verification
5. Standardized Work
6. Layered Process Audits & Skills Management
7. Risk Reduction
8. Managing Change
9. Maintenance
10. Manufacturing & Material Flow Management
11. External Logistics
12. Part and Process Control
13. *Tier N management.*

QSB+ process

Quality System foundation & Certification for suppliers



- Training material is divided in **11 documents**
- « Tier N management » is not a specific Key element. It permits to identify all the requirement (focused on Tier N management) with a double impact in the quotation of each audits grids.
- It is available in **English only**
- One document for each key element of the QSB+
- Note: Training material doesn't yet exist for 2 key elements :
 - **CMS** (Corporate Management & Strategy)
 - **PPC** (Part & Process Control)
- All Documents have a **similar structure**

Key Element Introduction: 2 slides

■ Slide #1: Purpose of the key element

- Scope (processes covered, location involved on the shop floor)
- Responsibility (process owner)



■ Slide #2 : Benefits

- Advantages from supplier point of view if requirements of the key element are fully met.
- Short & medium terms consequences



FAST RESPONSE

Introduction

- **PURPOSE:**
 - Immediately address quality failures
 - External / Internal
 - Defines the process to be followed
 - Defines method of displaying important information as a visual management tool, supporting status at a glance.
 - Applies discipline in responding to issues through a systematic approach.
 - Defines method to provide fast response to operator
- **SCOPE:**
 - Assembly Area
 - Manufacturing Operations
 - Shipping / Receiving
 - All Operations
 - Other Support Functions
- **RESPONSIBILITY:**
 - Ownership
 - Operations Manager
 - Contingency Plan for All Situations

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FAST RESPONSE

Benefits

- Improves Quality metrics - reduces PPM, warranty costs, reduces PRR's and increases customer satisfaction.
- Provides a systematic approach (simple and standard) for *Problem Solving (small and large problems)* and communication of Quality issues.
- Ensures the Natural owner is assigned to each issue.
- Supports continuous improvement.
- Strengthens documented implementation of *Lessons Learned*.
- Prevents repetitive mistakes and reduces waste of resources.
- Engages all stakeholders in an organization.
- Creates a culture in which everyone is a strong problem solver promoting continuous improvement. Problems are positive opportunities.

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Requirements presentation

- Document is organized to be coherent with the audit sheet
- One section for each requirement.
- Hyperlinks allow to see directly each criteria presentation / examples.
- Buttons allow to navigate through the document from a requirement to the previous or the next one

FAST RESPONSE

Fast Response in Production, what are we searching for?

Item	Requirement	#Criteria	Criteria requirement
FR3	A defined process for Problem Solving is in place. It includes a standard for documenting the tools used for root cause identification.	FR31	Standard process used across the plant for internal (at the workstation, maintenance, logistics), customers and suppliers issues. Actions are defined and recorded with responsibility and target closing date. Exit criteria represent the core 6 Steps of problem solving (1. Define 2. Contain 3. Root cause 4. Correct 5. Validate 6. Institutionalize).
		FR32	Tools for identifying root causes (non-detection and occurrence) are systematically applied (5 why to correct systemic issues, Fishbone Diagram etc.).
		FR33	In case of reoccurrence and critical issues, analysis is performed to understand why PFMEA did not predict the failure. A PFMEA review is required again.
		FR34	Standard form or database is used to document Lessons Learned. A process is defined to deal with the lessons learned.
		FR35	Some analysis forms posted close the lines in the workshop exist (e.g.: QRQC line, 5 why analysis with paper board report...).

Criteria of Requirement
[1 - page 23-24](#)
[2 - page 25-30](#)
[3 - page 31-32](#)
[4 - page 32](#)
[Auditor Hints - page 33](#)

Prev. Requirement Next Requirement

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Auditors hints

- Each requirement section is conclude by a specific slide « Auditor Hints »
- It is a reminder of the « look for » information's of the audit sheet.
- It describes the way requirement may be audited

FAST RESPONSE

Auditor hints

Prior to the audit check last customer complaints focusing to the issues where root cause found and corrective action implemented.

Verify that problem solving used efficiently, all the core "6 steps" applied, specially that real main root cause found and action implemented against the root cause.

If no customer complaint issued verify via an internal or sub-supplier issue.

Check a Drill Deep (5 whys), main systematic root causes found.

What goes wrong ?

- Each document is concluded by a specific slide: « What goes wrong ? »
- The slide presents through bullet points the deviations frequently found during evaluations

FAST RESPONSE

What goes wrong ?

- Fast Response Meeting was started but stopped, because:
 - It became a problem solving meeting (too long)
 - No daily issues reported (-> weekly -> wind up)
 - Issues remained open too long because of no regular feedback
- Practical Problem Solving Form or equivalent is not used
- No clear definition of what is a „significant issue”
- Problem solving in office not at Point of Cause
- Missing whys (Drill Deep) to find main root cause
- Read across (Drill Wide) is not completed
- Lessons Learned database available, but not in use

◀ Prev. Requirement